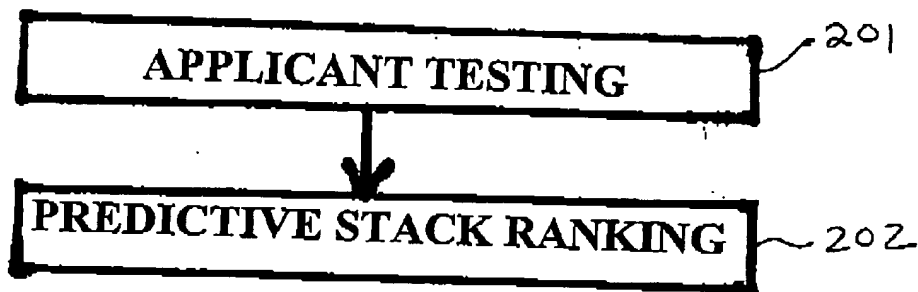
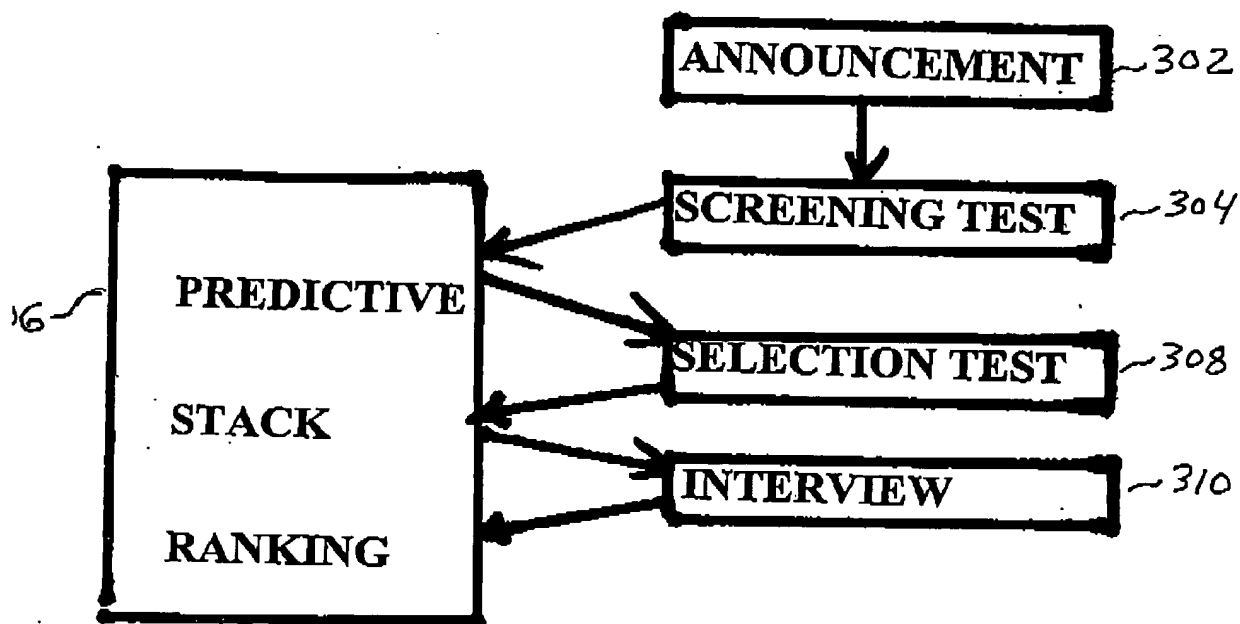
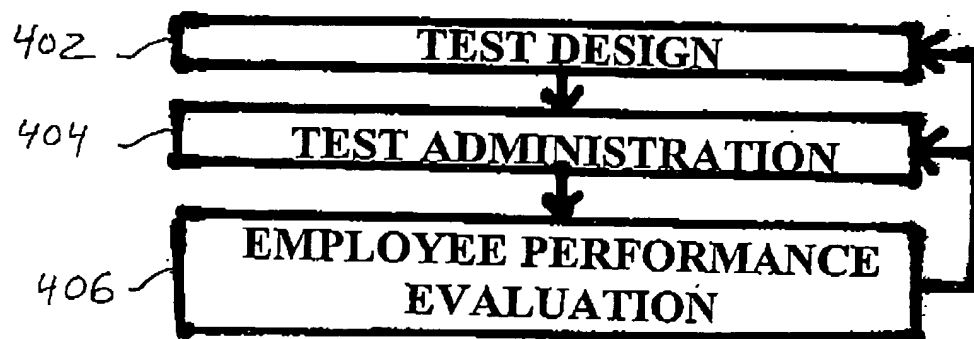


FIGURE 2FIGURE 3FIGURE 4

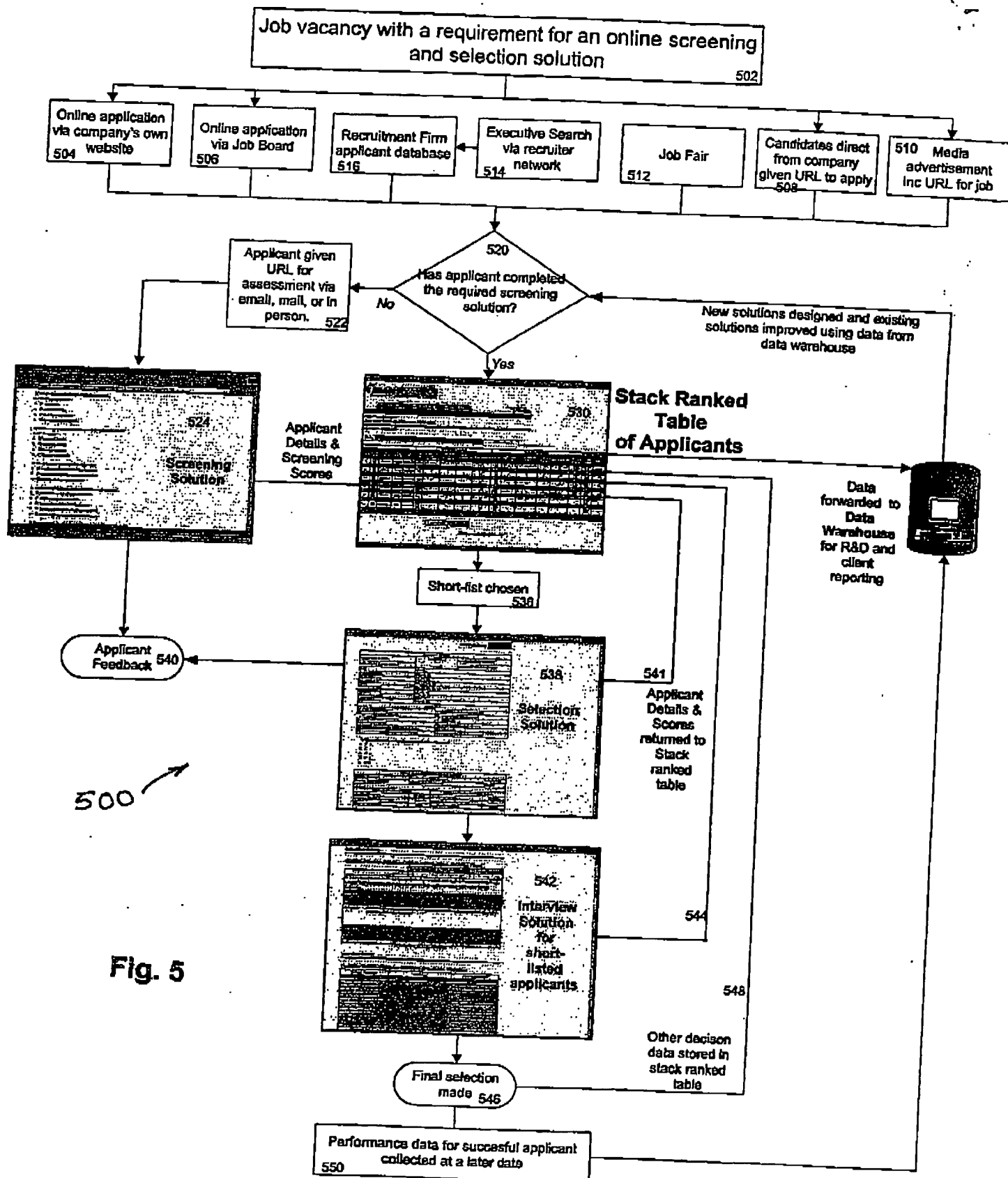


Fig. 5

C:\Documents and Settings\jrod.dolan\My Documents\jrod.dolan\June 5, 2001\generalport_2\jrod_5_page1.html

- What is the highest grade you **FINISHED** in school?
 - ☐ 11th grade or lower
 - ☐ 12th grade
 - ☐ 1 year of college
 - ☐ 2 or 3 years of college
 - ☐ College graduate or higher
- What were your grades like during your last two years in school?
 - ☐ Mostly A's
 - ☐ Mostly A's and B's
 - ☐ Mostly B's and C's
 - ☐ Mostly C's and D's
 - ☐ Mostly D's and below
- On a job, which would you generally prefer?
 - ☐ I would just wait until my instructions are clear
 - ☐ I would be a team player with no interruptions
 - ☐ I would be a team player in the mood
- Which kind of employee do you believe is poorest - one who:
 - ☐ Refuses to work far more of overtime
 - ☐ Gets work done and doesn't call in
 - ☐ Is a few minutes late almost every day
 - ☐ Takes long phone calls every day
 - ☐ Works much slower than others on the job
- What do you think about what you will come to do in the near future?

~600

Fig. 6

TRANSWORLD

VIEW CREATE BUILD

Application Results

Job Title: Customer Service Associate

Department: 702 704 706 708 707

710 712 714 716 718 720 722 724 726 728 730 732 734 736 738 740

Rank	View	Last	First	Date	App.	Education	Customer	Self	Commend	escore	Customer	Conscientious	Problem	Recommend	Enrolled	Enter	Interview
	App.	Name	Name		OK	and Work	Service	Confidence			Focus	ness	Solving		Report	Values	
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CONFIDENTIAL

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Time Remaining: 00:00

Customer Contact		
Name: Mary G. Public	Today's Date	Account Number: 1224433
Address: 18 E. Pine Avenue	5/8/2004	Telephone: 1-310-545-7272
Date	Memo	
01/20/2000 Jan	CO, AG, 87	
02/03/2000 Mar	LT, AR, 23	
03/17/2000 Mar	CO, LY, REI, 83	
07/05/2000 May	CO, AB, LY, 76, 83	
08/27/2000 May	LT, AR, 45	
08/28/2000 June	CO, RD, 87	
07/27/2000 July	CO, AR, 15	
Memo Codes		
LT: Time Payment Expires	AR: Auto Payment Due on Day Paid	
AB: Account Balance Inquiry	23: 23rd Month of Term Demand	
LY: 24th Month of Term	45: 45th Month	
CO: Account Opening	76: 76th Month of Term	
CO: Auto Payment Expires/ Payment in 5 days	83: 83rd Month	
RD: 24th Month of Term/ 24th Month of Term	87: 87th Month of Term	

802

1. What is the reason for requesting the account transfer?

2. ☐ 204
 3. ☐ 301
 4. ☐ 302
 5. ☐ 303
 6. ☐ 304

} 804

RETAIL CUSTOMER PROMOTIONS HISTORY			
Product Name	Current Promotion	Action Date	
Service Charge	Service Charge	Action	
Temporary Interest Rate		Automatic Rate Change	
Start of Product	End Date	Start of Product	End Date
Minimum Rate	Maximum Rate	Minimum Rate	Maximum Rate
Service Charge Rate	Service Charge Rate	Service Charge Rate	Service Charge Rate

Fig. 8

Interview Guide

Customer Service Solutions Call Center Customer Relationship

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Interview Guide

Customer Service Solutions Call Center Customer Relationship

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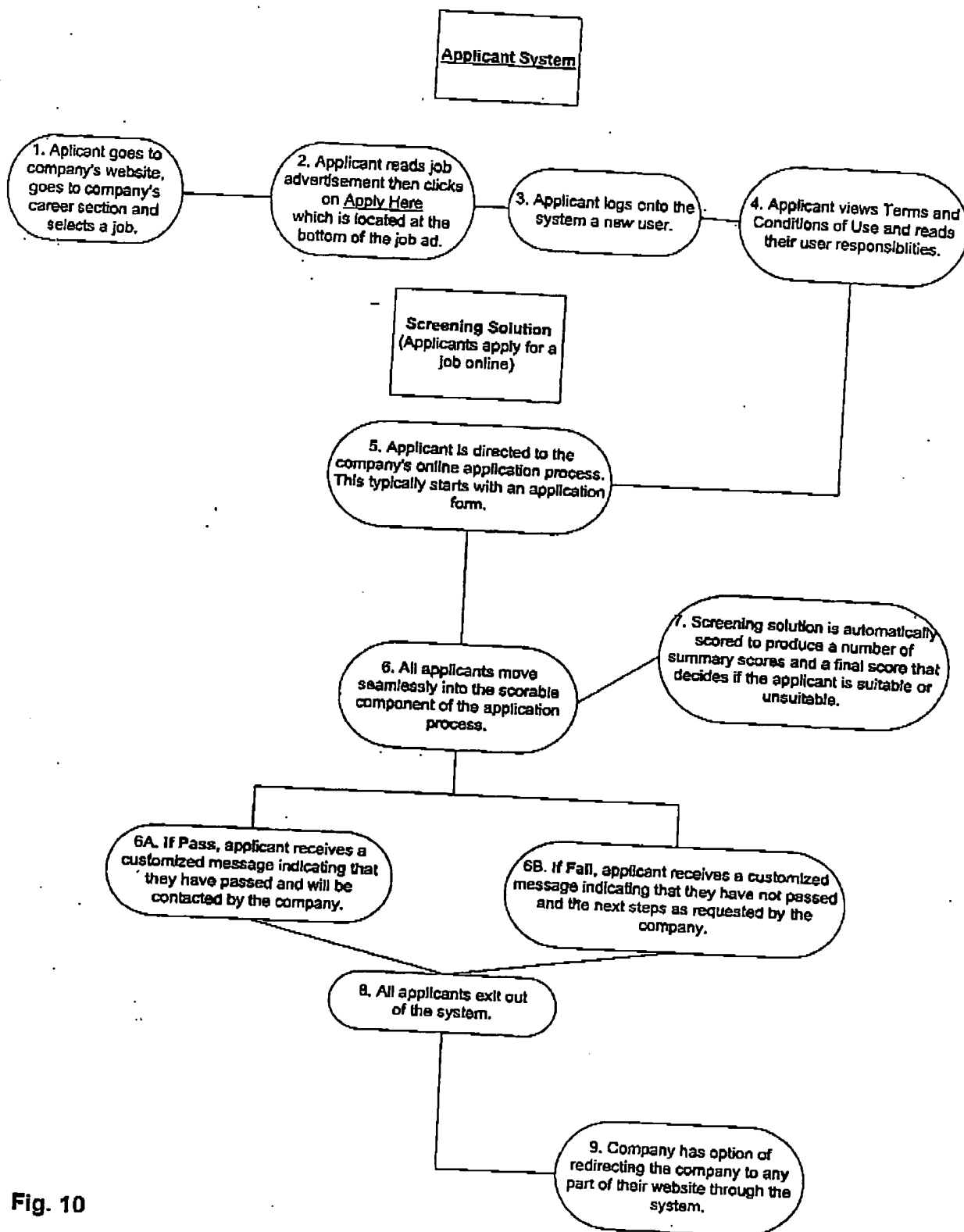


Fig. 10

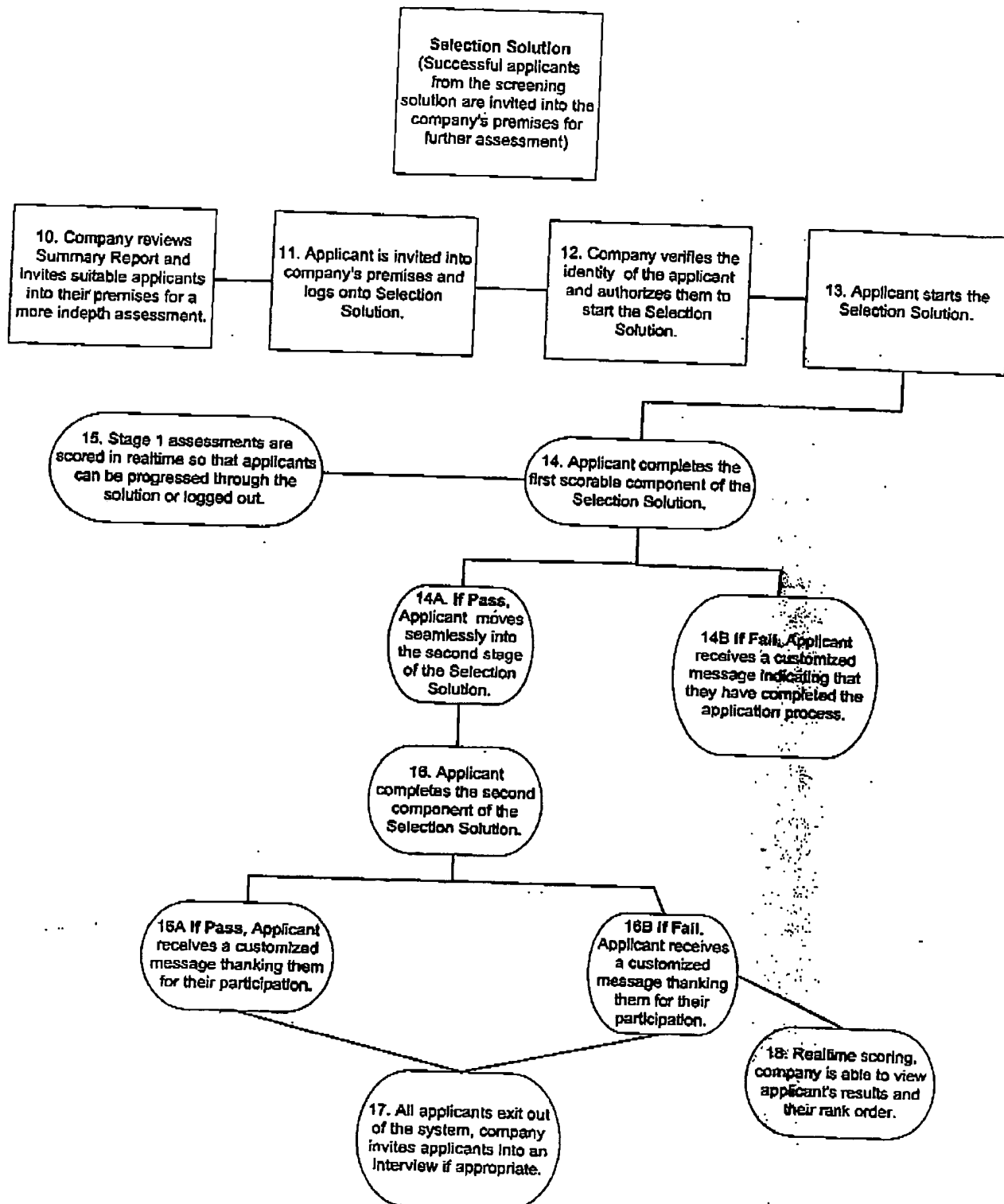


Fig. 11

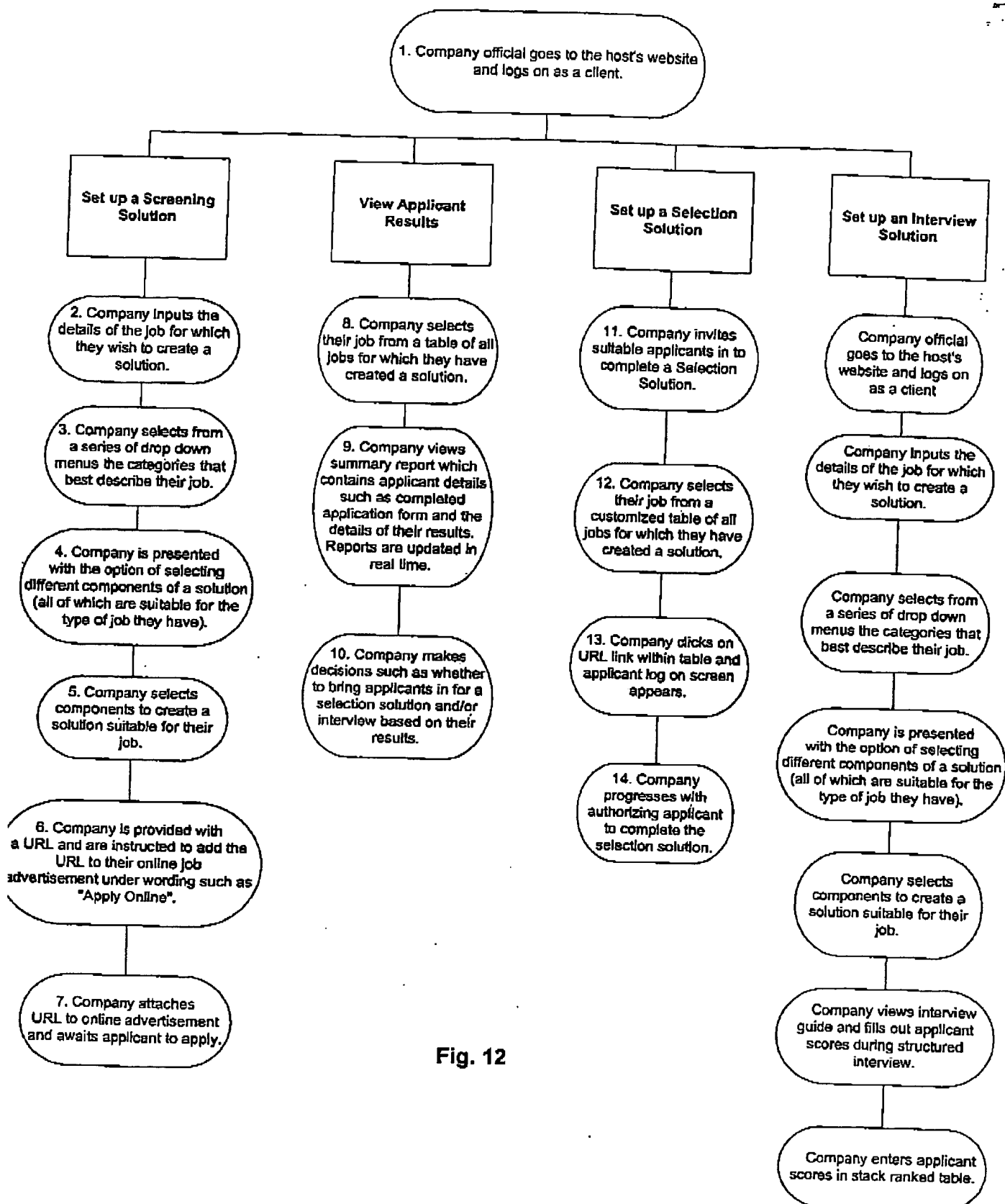
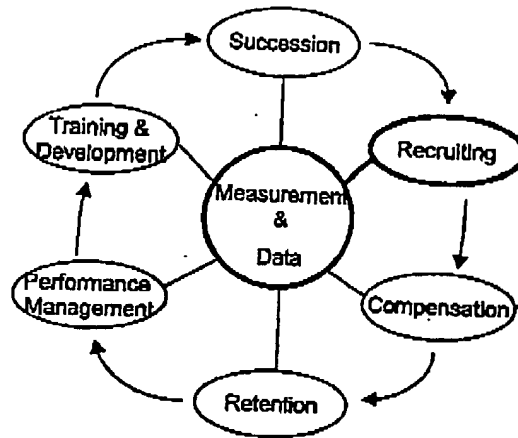


Fig. 12

**Fig. 13**

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